

## **vi. CDC Language Access Plan (LAP) Appendices**

### **APPENDICES**

#### **C. TRANSLATION SERVICES**

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## ***Appendix 6 - Support Services***

### **CDC LANGUAGE ASSISTANCE SUPPORT SERVICES**

The following listed items are contracts currently in place in CDC and being utilized by several CIOs. These are the most frequently accessed contracts but are not the only language translation vehicles being managed in CDC to accomplish our LEP goals.

#### **Methods of Spanish Language Support**

##### Face-to-Face

NPIN makes contact face-to-face through two information resource centers, one located in Atlanta, GA and one located in Silver Spring, MD.

##### Telephone

(800) 458-5231 (English & Spanish), (800) 243-7012 (TTY), (888) 282-7681 (fax), (301) 562-1098 (international), (301) 588-1589 (international TTY), (301) 562-1050 (international fax)

##### Written communications

NPIN, P.O. Box 6003, Rockville, MD 20849

##### Electronic

[info@cdcnpin.org](mailto:info@cdcnpin.org) (e-mail), <http://www.cdcnpin.org/> (internet)

## ***Appendix 7 - Sample of Comprehensive Translation Services***

The following is an illustration of a broader reaching language translation service for more complex and diverse language translations. This vendor publicizes easy access to their services; however, CDC does not have a contract in place for these services. This is provided for illustration purposes only.

### **Translation Services Features**

- Expert translation 24 hours a day
- Over 200 languages supported
- Interpreters available with specific industry background (i.e. advertising, aerospace, banking, computers, electronics, engineering, entertainment, insurance, legal, medical and more.)
- Interpreters are accredited by various government agencies
- Easy access
- Toll Free traffic receive WorldCom dedicated termination rates

### **Translation Services Benefits**

- Allows customers to connect with their customers, clients, suppliers and business associates who speak a different language
- Makes it simple to access an interpreter
- Availability of over 2000 carefully screened interpreters
- An interpreter with knowledge of a customer's specific industry assures accurate communication and ability to serve their needs
- Interpreters are all native-born or American-born foreign language specialists that understand foreign cultures
- Businesses can now be expanded around the world to all non-English speaking populations

## Translation Services Pricing

### Pricing

Customer would receive a bill for the standard or negotiated (SCA, CSP, VIP+ etc.) Toll Free or Toll Free dedicated transport charges.

### Omni Pricing

WorldCom has negotiated directly with Omni for special pricing for real time interpreting service so that our customers can receive the best possible rate.

Your customer would sign a separate agreement with Omni and receive a bill directly from Omni for the following charges.

Omni Installation	\$150
Omni Monthly Recurring	\$50 (applied towards usage)

Omni Language Rate Per Minute
Tier #1 Spanish Peak \$1.88 Off-Peak \$2.12
Tier #2 Other Languages Peak \$2.28 Off-Peak \$3.46

### Notes:

The receipt of separate bills for the transport and interpreting service offers the benefit of allowing the customer to get the best possible rate from both WorldCom and Omni.

The peak period is 5:00 a.m. to 5:00 p.m. Pacific time. Off-peak time is 5:00 p.m. to 5:00 a.m. weekends and holidays. If a call straddles the peak and off-peak time period, the call will be rated in the period in which it begins.

### Omni Volume Discounts

Omni will rate the calls at the rates above, and then the customer's specific discounts below will be applied to all calls. Volume discounts are based on total usage and applied to \$1.

Total Monthly Usage	Volume Discount
\$ 0 - \$2500	
\$ 2,501 - \$5,000	4%
\$ 5,001 - \$10,000	5%
\$ 10,001 - \$20,000	6%
\$ 20,001 - \$30,000	7%
\$ 30,001 - \$50,000	9%
\$ 50,001 - \$80,000	12%
\$ 80,001 - \$100,000	13%
\$100,001 - \$150,000	13.5%
\$150,001 and over	14%

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**Appendix 7- Sample of Comprehensive Translation Services**

Language and Dialect List for Interpreting, Translating and Teleinterpreting

*Omni provides services for all of the following languages\*:*

<b>Afghani</b>	Fang	<b>Japanese</b>	Samoan
Afrikaans	Faroese	Javanese	<b>Serbian</b>
Albanian	<b>Farsi</b>	<b>Jordanian</b>	Shanghainese
Amharic	<b>Farsi-Armenian</b>	Kanjoba l	Singhalese
<b>Arabic</b>	Fijian	Kannada	Sioux
<b>Armenian</b>	Finnish	Khmer	Slovakian
Assyrian	Flemish	Kongo	Slovenian
Azerbaijani	Fuchow	<b>Korean</b>	Somalian
Bahasa	<b>French</b>	Kurdish	<b>Spanish</b>
Basque	French - Cajun	<b>Laotian</b>	Sundanese
Belorussian	<b>French-Canadian</b>	Latvian	Swahili
<b>Bengali</b>	Frisian	<b>Lebanese</b>	<b>Swedish</b>
<b>Bosnian</b>	Fukienese	Libyan	<b>Syrian</b>
<b>Brazilian Portuguese</b>	Fulani	Lithuanian	Taechew
Bulgarian	Gana	Macedonian	<b>Tagalog</b>
Burmese	Georgian	Malagasy	Tahitian
<b>Cambodian</b>	<b>German</b>	Malay	<b>Taiwanese</b>
<b>Cantonese</b>	<b>German - Austrian</b>	Maltese	Tamil
Castilian	<b>German - Swiss</b>	<b>Mandarin</b>	Telegu
Catalan	<b>Greek</b>	Marshalese	Thai
Cebuano	Guarani	Marathi	Tigrinian
Chaochow	<b>Gujarati</b>	Mien	Toishanese
Cherokee	Gwa	Navaho	Tongan
<b>Chinese</b>	Haitian Croele	Nigerian	<b>Turkish</b>
Cree	Hakka	<b>Norwegian</b>	Twi
Creek	Hawaiian	Ora	Ukranian
Creole	Hawaiian Creole	<b>Pakistani</b>	<b>Urdu</b>
<b>Croatian</b>	<b>Hebrew</b>	Palaun	Uzbek
Crow	<b>Hindi</b>	Pashto	<b>Vietnamese</b>
Czech	<b>Hmong</b>	<b>Persian</b>	Visayan
Dakota	Hokkian	Pidgin	Welsh
<b>Danish</b>	<b>Hungarian</b>	<b>Polish</b>	Wend
<b>Dari</b>	Ibo	<b>Portuguese</b>	Wolof
<b>Dutch</b>	Icelandic	<b>Punjabi</b>	Wu
Ebon	Ilocano	Quechua	Wuxi
Edo	Ilonggo	Romani	Xhosa
<b>Egyptian</b>	<b>Indonesian</b>	<b>Romanian</b>	<b>Yiddish</b>
Eskimo	Iroquois	Romansch	Yoruba
Estonian	<b>Israeli</b>	<b>Russian</b>	<b>Yugoslavian</b>
<b>Ethiopian</b>	<b>Italian</b>	<b>Russian-Armenian</b>	Zulu